



Tec-Ease Training Server Specs

1. **What type of data will be stored on the cloud – CDI, CUI, PII, CPI, etc.?**
Username/email and password of the student taking the course is stored, along with course-level information such as number of attempts, etc. No company technical data involved.
2. **Who is the cloud host?**
DiscountASP
3. **What country is the host in?**
United States (New York). Web server is in Wisconsin.
4. **What country is the Web server in?**
United States (Wisconsin)
5. **The hosting impact level. This refers to the level of security they have – like FedRAMP**
 - a. **Facility**
 - i. Concrete Tilt-Up Construction
 - ii. 24 inch raised floor
 - iii. Steel Seismic Bracing added to meet the 1997 Seismic / Earthquake codes (Title 24 Seismic) for Los Angeles area
 - iv. All racks / cabinets are seismically braced and bolted directly to the concrete flooring
 - v. Dimax – Building Management / Alarm Monitoring System
 - vi. Power and data cables are run perpendicular from each other to minimize any electrical field interaction
 - vii. Janitorial service is bonded, insured and licensed
 - b. **Security**
 - i. 7/16 inch thick steel sheeting around the front door and within the front reception area
 - ii. 2 level, man-trap, security access – before actually being able to enter the raised floor area
 - iii. Two-factor authentication required to access
 - iv. 256+ - fixed positioned, security cameras
 - v. Camera footage is recorded and held for 90 days
 - vi. Level 5 bullet-resistant walls / glass (Kevlar Lined walls) in the front entry, lobby, guard station, and shipping and receiving areas
 - vii. 24 x 7 x 365 on-site security guards
 - viii. Security service is bonded
 - ix. No signage on building



c. Air conditioning

- i. Data Center temperature maintained at 72 degrees +/- 2 degrees
- ii. Thermostats / Humidistats are located around the building on the walls, posts and ceilings
- iii. 16 – 135 Ton air conditioners N+6 – all 16 are running continuously w/redundant capacity
- iv. 6 – 135 Ton air conditioners support redundant capacity
- v. 2 – 30 ton air-conditioners independently support NOC and NODE
- vi. Air handlers are located on the roof (roof access is restricted and monitored)
- vii. Supply air temperature entering the IDC averages 55 – 62% varying with load conditions
- viii. Ring duct in ceiling allows us to add diffusers (vents) where needed to provide additional air flow
- ix. Two 125 Ton A/C Units, and one 70 Ton unit is dedicated to UPS Room

d. Power

- i. Pager notification service with California Independent System Operator (ISO) to monitor California utility power Stage Alerts and rolling black outs
- ii. 6 main electrical distribution buses
- iii. 24 MGE UPS's
- iv. 10 Caterpillar 2000KW (2.0MW) generators
- v. Each generator has 3,000 gals of diesel fuel – enough to power it for 22 hours at full load
- vi. 4 – 12,000 gal. Diesel Fuel storage convault tanks (in addition to the primary fuel tanks) provide enough fuel to run generators continuously for 72 hours at full load
- vii. UPS batteries support data center load until automatic transfer to generator is completed
- viii. 50 power management modules (PMM's) with 168 – 20 amp power circuits from each 165KVA power distribution unit (PDU); customized circuits provided as needed
- ix. Power is served to the PDUs via 2 separate independent UPS power sources
- x. Each PDU has it's own Automatic Static Transfer Switch which can switch the power to the alternate source within 4 milliseconds
- xi. Contracts with local fuel companies to provide additional on-site fuel, once generators are started

e. Fire suppression

- i. VESDA – Very Early Smoke Detection and Alarm system; small white 'air sampling tubes' draw air into chambers, where lasers analyze the air for smoke content
- ii. Clean-Gas hand-held fire extinguishers are through-out the building
- iii. Fire station located approximate 600 feet from the data center
- iv. Heat (140 degree) and smoke detectors are located on the ceilings around the building



f. Network/bandwidth

- i. Redundant OC48s
- ii. X – 4 inch conduits for telco fiber leading to the street
- iii. Multiple redundant network paths
- iv. All network operators certified internet systems engineers

6. How are the users authenticated?

For authentication, Tracker.Net uses ASP.NET Forms authentication and the password are SHA-1 encrypted (and stored encrypted in the database). Required information collected is First and Last name, password and email. Option information includes the department they work for, telephone number and location.

7. Who will have access?

Tec-Ease personnel with supervisor access and any supervisor assigned by the company purchasing the software.